A user guide to **International Mixed Mail**

A quick, convenient and cost-effective way to send your mail abroad.

Royal Mail

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International Mixed Mail

International Mixed Mail is a fast, convenient and economical way to send your mail overseas. Fast because it requires only a minimal amount of work by you, convenient because there is a choice of delivery speeds and economical because it can save you money.

It is made up of 3 separate services:

- Premium Unsorted.
- Unsorted.
- Zone Sort.

To qualify for this service you will need to spend in excess of £5,000 per annum across the International Contract Services portfolio.

This guide has been put together to show you how Mixed Mail works, and to help you decide which service is right for you.

We'd be glad to help with any questions you might have, just call **08457 950 950** (local rate).

The 3 services

International Mixed Mail is made up of 3 separate services:

- Premium Unsorted.
- Unsorted.
- Zone Sort.

Here's an overview of all three:

Premium Unsorted

With Premium Unsorted, all you need to do is put your overseas mail in a mail bag with a consignment note. It's as simple as that.

You don't need to count, segregate or individually weigh it – we'll do all this for you. All you need to do is make a note of the number of bags on the consignment note. We can also apply the necessary mail indicia, a UK return address and bill by department if required – it's that flexible. We then send it by our fastest speed.

With this service VAT will be charged to EU countries.

So if you want your mail delivered swiftly, but don't want the hassle of all the usual administration that goes with it, Premium Unsorted is the service for you.

Unsorted

Unsorted is designed to save you money by simply separating your international mail by service speed – we'll then do the rest.

It also requires you to apply the necessary mail indicia, account for your daily despatches by counting and weighing that day's mail and recording that information on a sales order.

With this service VAT will be charged on all the mail.

Zone Sort

Zone Sort follows the same process as Unsorted but requires you to divide your mail into two selections: European Union and Rest of World. The purpose of this is that VAT will then only be levied on the mail to the EU area.

In short, International Mixed Mail Premium Unsorted is for the mail you want to get there quickly – with minimal preparation by you. International Mixed Mail Unsorted and International Mixed Mail Zone Sort are about saving you money and having a choice about how quickly your mail gets there.

Delivery Speed Options

With Premium Unsorted all mail is sent Priority, however there are two options available for Unsorted and Zone Sort: Priority or Economy.

Our delivery aims are:

	Western Europe	Rest of Europe	Rest of World
Priority	3 – 5 days	3 – 5 days	5 – 7 days
Economy	5 – 10 days	10 – 15 days	6 – 12 weeks

Please note: All figures are in working days (except where weeks are stated), and exclude the day of posting.

To identify which zone a country is in please see the table below and any countries not mentioned are classed as Rest of World:

Western Europe	Rest of Europe	
Austria	Albania	Latvia
Belgium	Armenia	Lithuania
Denmark	Azerbaijan	Macedonia
(inc Faroe Islands and Greenland)	Belarus	Malta
Finland	Bosnia & Herzegovina	Moldova
France (inc Andorra and Monaco)	Bulgaria	Montenegro
Germany	Croatia	Poland
Greece	Cyprus	Romania
Iceland	Czech Republic	Russian Federation
Ireland (Rep of)	Estonia	Serbia
Italy	Georgia	Slovak Republic
(inc San Marino and Vatican City)	Gibraltar	Slovenia
Luxembourg	Hungary	Tajikistan
The Netherlands	Kazakhstan	Turkey
Norway (inc Spitzbergen)	Kosovo	Turkmenistan
Portugal (inc Azores and Madeira)	Kyrgyzstan	Ukraine
Spain (inc Canary Islands)		Uzbekistan
Sweden		
Switzerland (inc Liechtenstein)		

International Mixed Mail at a glance

This page has been designed to highlight the 3 services in International Mixed Mail and what's required for each.

Service	Delivery Speed	Sorting required?	PPI required?	Return address required?†	Airmail indication required?	Departmental billing performed by Royal Mail	Weight indication required?	Item count required	Documentation required?	VAT applied?
Premium Unsorted	Priority	X	✓ (Or we can apply it)	Optional (Or we can apply it)	✓ (Or we can apply it)	✓ (if required)	Optional	X	Consignment note	EU
Unsorted	Priority	X	✓	Optional	✓	X	✓	✓	Sales order	Worldwide
	Economy	X	✓	Optional	X	X	✓	✓	Sales order	Worldwide
Zone Sort	Priority	✓	✓	Optional	✓	X	✓	✓	Sales order	EU
	Economy	✓	✓	Optional	X	X	✓	✓	Sales order	EU

† We recommend you apply a UK Return address to the outside of every item, however you must include a UK return address if you send over 1,500 items in a posting to a country or over 5,000 items over a two week period to a country. Your items may experience delays if you fail to apply a UK return address.

Step by step guide

Everything you need to know, from addressing your items to despatching them.

Here are the steps you need to take in order for us to get your mail where you want, when you want it there.

At the end of this section is 'Service Specific Steps' which explains the requirements that are only relevant for one particular service. So once you've decided which service you want, make sure to check page 15.

Step 1: getting ready

Check what you're sending

International Mixed Mail can be used to send any type of mail. The price depends upon the weight, number of items and where they are going.

The service can be used to send any personalised mail (e.g. letters, statements, invoices, contracts), non-personalised mail (direct mail, magazines, books, catalogues) or goods of commercial value.

Prohibited and restricted items

There are certain prohibited items which you must **not** send. What is prohibited or restricted can vary from country to country. If you are unsure about any item, please contact a Royal Mail Sales Centre on **08457 950 950**, or visit www.royalmail.com/countriesAtoZ

Dangerous items and substances

You must **not** send dangerous items and substances by any of Royal Mail's international services. Major classes of dangerous substances include explosive fireworks, gases, flammable liquids, toxic substances, corrosive chemicals, etc. Please note – aerosols cannot be carried in the postal network.

Classifications of dangerous items and substances may change so please check with us on **08457 950 950**, or visit www.royalmail.com/prohibitions

Check the size and weight of your items

Items must be within certain size and weight limits. Items that exceed these limits may be sent through Parcelforce Worldwide. Please go to www.parcelforce.com for more information.

Size Limits

Items packed flat:

Minimum: One surface at least 90mm x 140mm.
Maximum: Length plus depth plus width 900mm.
No single side must be longer than 600mm.

Items rolled up:

Minimum: length plus 2 x diameter should be at least 170mm.
No single side can be shorter than 100mm.
Maximum: Length plus 2 x diameter should not be more than 1040mm. Length not over 900mm.

Weight

The maximum weight for an individual item is 2kg. However, you can send books and pamphlets, i.e. any papers 'bound' together, up to 5kg. Items between 2kg and 5kg in weight, which contain books or pamphlets, must be marked **Printed Papers** in the top left hand corner on the front of the packet. You should not include personal correspondence with these items.

Please note

Exceptions to the information above:

- ➜ Ireland – only books can be above 2kg up to the limit of 5kg.
- ➜ Cambodia – no items above 2kg.
- ➜ Canada – no items above 2kg.

Step by step guide

Step 2: preparing your mail

Address your mail

Please address mail as clearly as possible. Page 22 shows sample addresses for many countries. There are a few basic rules to follow to help us get your mail to its destination safely:

- All items must have a valid country on the last line of the address. This must be in English and not abbreviated (although USA is acceptable). There must be nothing else on the last line of the address apart from the country name. Items which do not have a destination country will be returned to sender for amendment, as per the remedial work section of the Mixed Mail rate card.
- The country should be in capital letters.
- Many countries operate a postcode system. A valid postcode must be included in the address for these countries.
- There should be a 'clear zone' of 5mm around the address, with no other information contained within the clear zone. If a window envelope is used, the address should be 5mm clear all round from the edge of the window.

Return address

If you would like your undeliverable items returned, please put your UK return address on each item and ensure there is a company identifier (e.g. company name or logo). We will return any undeliverables free of charge. A return address of any other country is not permitted according to UPU (Universal Postal Union) regulations.

We recommend you apply a UK Return address to the outside of every item however you must include a UK return address if you send over 1,500 items in a posting to a single country or over 5,000 items over a two week period. Your items may experience delays if you fail to apply a UK return address.

Do you need a customs declaration?

If you are sending an item to a destination outside the European Union, it will need a customs label if it is either:

- ➜ An item of commercial value.
- ➜ The item contains goods or gifts.
- ➜ For printed papers it is advisable to add a customs declaration.

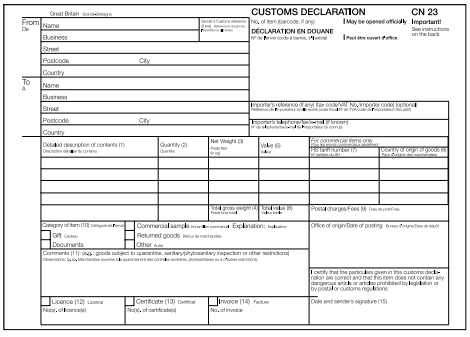
For items up to and including a value of £270 attach a signed CN 22 form to the front of the item. For items with a value over £270 use a CN 23 form in a plastic wallet (stock item code: SP 301) and attach a commercial invoice. On both you will need to sign to certify that the item does not contain any dangerous articles, prohibited by postal regulations.

Customs declarations can be ordered by contacting Royal Mail on **08457 950 950** or you can download templates from www.royalmail.com/customs

CN 22 – For use with items up to a value of £270

CUSTOMS DECLARATION CN 22
DÉCLARATION EN DOUANE
May be opened officially
Peut être ouvert d'office
Great Britain/Grande-Bretagne Important! See instructions on the back
Gift/Cadeau
Documents
Commercial sample/Echantillon commercial
Other/Autre
Tick one or more boxes
Quantity and detailed description of contents (1) / Quantité et description détaillée du contenu
Weight (in kg)(2) / Poids
Value (3) / Valeur
For commercial items only
Total Weight / Poids total (in kg) (6)
Total Value (7) / Valeur totale
I, the undersigned, whose name and address are given on the item, certify that the particulars given in this declaration are correct and that this item does not contain any dangerous article or articles prohibited by legislation or by postal or customs regulations
Date and sender's signature (8)

CN 23 – For use with items over a value of £270


CUSTOMS DECLARATION CN 23
DÉCLARATION EN DOUANE
May be opened officially
Important!
From
To
Name
Business
Street
Postcode
City
Country
Detailed description of contents (1)
Quantity (2)
Net Weight (3)
Value (6)
For commercial items only
HS tariff number (7)
Country of origin of goods (8)
Total gross weight (9)
Total value (10)
Postal charges/Fees (11)
Category of item (12)
Commercial sample
Gift
Documents
Returned goods
Other
Explanation:
Comments (13)
Office of origin/Date of posting
Licence (14)
Certificate (15)
Invoice (16)
Date and sender's signature (17)

Who pays customs duty?

Customs charges are the responsibility of the recipient. For current rates and categories, please contact the Department for Business, Innovation & Skills on **0207 215 5000**, and ask to speak to the relevant country desk.

Step by step guide

PPIs and Airmail Indicators

Printed Postage Impression (PPI)

Each PPI design, examples below, has its own specification that has to be followed when you produce your artwork. Each PPI is made up of two components: the delivery speed indicator and the "Delivered by Royal Mail" mark. The dimensions of the delivery speed indicator graphic must not be altered and must be one of the four sizes permitted. The text with the delivery speed indicator, e.g. "Postage Paid" and the initials "GB" and PPI licence details text in the PPI design, must not be altered other than to insert the PPI licence number and, where appropriate, a town name. All other text must remain fixed.

Both components must appear on the mailpiece for items being sent to addresses in the UK. For items being sent abroad, you can choose not to include the "Delivered by Royal Mail" mark within the PPI, but you must have the delivery speed indicator.

You can select from four sizes of PPIs. Full details on PPIs are available at www.royalmail.com/ppi

Example of an English PPI with both components

Example of an English PPI with only delivery speed indicator

- PPI licence details: Please note that “SOUTHAMPTON 2500” provides an example of where your PPI licence number should appear. Please replace this text with your PPI licence number. PPI licence details must always appear below the words “Postage Paid” and the initials “GB”. The PPI licence number must always appear after HQ if you are using a national PPI licence, e.g. HQ 2500, or after the town name if you have a local PPI licence, e.g. “SOUTHAMPTON 2500”.
- Postage Paid GB: The words “Postage Paid” and the initials “GB” must appear in all PPI designs irrespective of which PPI you are using and the destination of your mail.

Airmail Indicator

If you are sending an item through the Priority service it must have either:

- An Airmail indicator.
- An Airmail sticker.

To download airmail artwork go to www.royalmail.com/internationalmixedmail or labels can be ordered on **08457 950 950** (order code P25A). You may also create your own indicator, provided the words Airmail, Par Avion or Prioritaire are used.

This should be positioned as close as possible to the top left hand corner on the front of the item.

Failure to apply a Priority Airmail indicator will result in them being delayed.

Economy mail **must not** have an Airmail indicator.

Step 3: bag your mail

Which bag to use

Always use grey MB8 or opaque MB10 mail bags. You can put as many items in a bag as you can fit, so long as the bag, labels, ties and its content altogether weigh no more than 11kg.

Before placing your mail in bags you must bundle your letters and flat items together and ensure they are all faced the same way.

Step 4: the paperwork

Each service requires you to complete and supply us with certain documentation at the time we collect your mail. Information such as volumes of items or bags and the weight of your mail may all be required. For further details on exactly what is required please refer to the service specific section on page 15.

Work out the costs

If you want to calculate the cost of your mailing, please refer to the Mixed Mail Rate Card. Costs are calculated by adding together the cost per item plus the cost per kg. Remember to add any extras such as Mail Preparation. Prices for this are given on the Rate Card which can be found at www.royalmail.com/internationalmixedmail

Step by step guide

Step 5: despatch

Make sure all bags are sealed around the neck and that they are securely tied with the appropriate bag label attached and that the bag label is fully completed. Remember to put your (i.e. poster's) company name and address onto the back of each bag label, and fully complete each label with the date and bag number.

Collection

If you have a local daily collection of mail then International Mixed Mail can be collected at the same time.

If you require a collection, please contact a Royal Mail Sales centre on **08457 950 950** to arrange this.

Service Specific Steps

In this section are the requirements relevant to a particular service. Please ensure you read the appropriate section for the service you wish to use.

Premium Unsorted

Mail Preparation & Departmental Billing*

If you require us to apply the Printed Postage impression, airmail indicator and your return address or any combination of these, you must notify us of this when opening your account.

If you would like us to bill by department then you will need to:

a) Create your departments via our Online Business Account (OBA) system. OBA will then assign each department a numerical code. For more information please visit www.royalmail.com/oba or call us on **08457 950 950**.

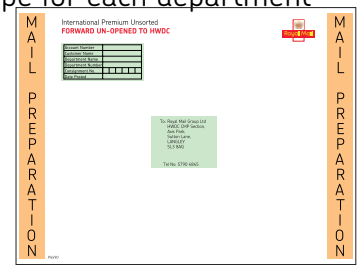
b) Bundle your mail by department with the appropriate numerical code attached to each bundle.

Remember when sending printed material over 2kg to add the words 'PRINTED PAPERS'.

Polylopes

When preparing your posting, we highly recommend using our specially marked polylopes (order code P6590) first, for added security. If you use these, it is also recommended that you bundle your mail and arrange it so that all addresses face the same way, and seal the polylope before placing it into our mail bags.

If you require departmental billing, use a polylope for each department and write or stamp the department number on the front
in the space provided.



Bag Labelling

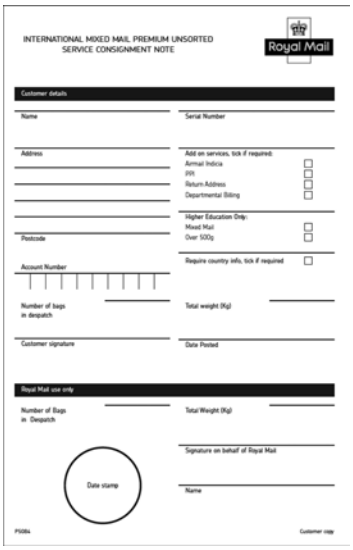
Premium Unsorted has it's own unique bag label which you must use, bag label P5631C. If you are sending more than one mail bag, mark the sequence number on each bag label (e.g. 1 of 5, 2 of 5, etc) and ensure you tick the appropriate boxes if you require our addon services as well as filling in the consignment note number.

Consignment notes

Once you have bagged and labelled your mail, you will need to fill out a consignment note (stock item P5084) for each collection. Once completed, place the top copy note in the last bag. Tick the 'documents enclosed' box on the bag label to indicate the presence of the paperwork. Give the second copy to the Royal Mail collection driver. Keep the third copy for your own records.

You must ensure that the consignment note number is also written on all bag labels.

Please note: Wrong or missing paperwork may delay your mail and result in rework charges being applied to your account. We strongly recommend that you tell us the weight of your mailing on your consignment note for accurate billing and your own records.



Online Business Account (OBA)

OBA is a customer ordering facility for all of our account customers. With Premium Unsorted, billing is done automatically with no need for you to input any data into the system. However, you can check your spend by accessing Online Business Account at www.royalmail.com/oba

The benefits of OBA include:

- ➜ Streamlined billing and online payment.
- ➜ Easy yet secure access to your records.
- ➜ Fast and easy account management, all in one place.

When your posting account is opened your details and requirements are passed to our operational centre responsible for processing your mail.

If you need to make any changes, after the initial set-up, such as changes to the department for departmental billing or you require indicia application then you will need to email us at hwdc.forecast.group@royalmail.com to ensure there is no disruption to your service levels. Please allow five working days for the change to be processed.

Unsorted and Zone Sort

A few things specific to Unsorted and Zone Sort:

- ➜ All mail items must have a Royal Mail UK Printed Postage Impression.
- ➜ All items sent Priority must have an Airmail indicator applied.
- ➜ Economy mail must not have an Airmail indicator.
- ➜ Zone Sort mail must be split between EU and Rest of World.

Countries in the EU

Austria
Belgium
Bulgaria
Cyprus
Czech Republic
Denmark (except Faroe Islands and Greenland)
Estonia
Finland (except Aland Islands)
France
Germany
Greece
Hungary
Ireland
Italy (except Vatican City)
Latvia
Lithuania
Luxembourg
Malta
Netherlands
Poland
Portugal
Romania
Slovak Republic
Slovenia
Spain (except Canary Islands)
Sweden

Other destinations that are within Europe but are VAT exempt and therefore can be sent as a Rest of World selection include:

Andorra
Gibraltar
San Marino

For a comprehensive list please visit:
www.hmrc.gov.uk/vat/managing/international/esl/country-codes.htm

Machinable mail

You can further reduce your mailing costs by ensuring that it can be processed by our machines. The criteria is as follows:

All items, regardless of format, must be square or rectangular as rolls and irregular shapes are not permitted. Flats and Packets must have the address on the largest side.

There must be a 'clear zone' of 5mm around the address, with no other information contained within the clear zone. If a window envelope is used, the address should be 5mm clear all round from the edge of the window.

The address must be in a font, size and colour that is capable of being read by our machinery, see Appendix B page 25 for further details. Packet items must be addressed on their largest side.

Also, to ensure the quick and efficient processing of your mail you must follow our addressing standards – see page 10 for details.

Label each bag

Attach the appropriate label to each bag. Remember to put your company name and address onto the back of each bag label and fully complete each one. Use label (a) **P5627C** (Priority) or (b) **P5629C** (Economy).

Documentation

When posting you will to need supply us with the quantity of items and average weight. For Zone Sort we will require this by each Zone. To produce your posting documentation, you will have to use our Online Business Account system (OBA) unless you use the Zone Sort service where paper-based posting cheques can be used. For further details please visit www.royalmail.com/oba

For a full list of the product codes, please refer to Appendix A on page 24.

Help, tips and FAQs

If your question isn't answered here, call us on (local rate) and we'll do our best to help.

For us to provide you with the highest levels of service please notify 48 hours in advance by email, hwdc.forecast.group@royalmail.com if in a single posting there are:

- More than 30,000 letters, 10,000 flats or 5,000 packets being sent worldwide.
- More than 20,000 letters, 5,000 flats or 1,000 packets being sent to a single country.

Failure to pre-advise postings of these quantities may result in a delay to the delivery of the mail.

As you prepare your mail you should bundle your letters and flats by:

- Gathering items of similar size and weight.
- Arranging them so that the addresses all face you and are the same way up.
- Cross strapping each bundle with an elastic band, string or similar material.
- Bundles shouldn't be thicker than can be easily picked up with one hand.

This will also help prevent your mail from being damaged or delayed during transit.

If you are using Premium Unsorted we strongly recommend placing your mail into our polylopes (order code P6590). Write or stamp your account details onto the polylope and seal it before placing it into a mail bag.

How do I present my mail?

The standard way of presenting Mixed Mail is by placing your post into a mail bag.

By arrangement with your local mail centre, it may be possible to present your mail in trays or yorks, rather than using bags for the Unsorted and Zone Sort services. If interested, please contact us on **08457 950 950**.

How do I work out the costs in advance of a posting?

We've created a pricing calculator for you to download free within the document library at www.royalmail.com/internationalmixedmail

Order more supplies

Once you've completed your mailing, you may need to replenish your stocks of bags, bag ties, labels, polylopes (if using Premium Unsorted) and customs forms ready for your next mailing. Please contact us on **08457 950 950** for more supplies and allow 72 hours for the delivery of stock. Alternatively you can order your mail supplies when you log in to the Online Business Account system or visit www.royalmail.com/mailsupplies

Addressing your mail properly

Here are examples of how you should address your mail, depending on where you're sending it to:

Western Europe

Herr Franz Huber
Beethovenstrasse 12
1010 WIEN
AUSTRIA

M. Emile Dubois
Rue du Diamant 215
4800 VERVIERS
BELGIUM

Mr Thor Nielsen
Tietgensgade 137
8800 VIBORG
DENMARK

Mr Torben Raldorf
PO Box 100
COPENHAGEN
1004 VIBORG
DENMARK

Mr Asko Teirila
PO Box 511
39140 AKDENMAA
FINLAND

M. Robert MARIN
Rue de l'Eglise
Dunes
82340 AUVILLAR
FRANCE

Mme Marie PAGE
23 Rue de Grenell
75700 PARIS CEDEX
FRANCE

Mrs F Meier
Weberstr. 2
53113 BONN 1
GERMANY

Mr P Kunde
Langestr. 12
04103 LEIPZIG
GERMANY

Mr George Latsis
Alkamenou 37
117 80 ATHENS
GREECE

Mr Jon Jonsson
Einimel 80
107 REYKJAVIK
ICELAND

Mr Gerard Carey
45 O'Connell Street
DUBLIN 1
REPUBLIC OF IRELAND

Sig. Giovanni Masci
via Garibaldi 27
47037 RIMINI RN
ITALY

M. Jaques MULLER
71 Route de Longway
4750 PETANGE
LUXEMBOURG
MONACO
FRANCE

Mr J van Dieten
Morsstr 111
2312 BK LEIDEN
THE NETHERLANDS

Herr Hans Hansen
Svingen 22
9230 BEKKEHAUG
NORWAY

Senhor Carlos Manuel Pereira
Av das A'Augsa Livres
Monte Trigo
7220 PORTEL
PORTUGAL

Rosalina Silva
R Conde Redondo 80
1192 LISBOA CODEX
PORTUGAL

Sra Ana Jimenez
Mimbreras 4
03201 ELCHE (Alicante)
SPAIN

Fru Inger Lilja
Vasavagen 3 4tr
582 20 LINKOPING
SWEDEN

M. Andre Perret
Schanzenstrasse 7
3030 BERNE
SWITZERLAND

Mail to France

When addressing mail to France, write the surname in **CAPITAL** letters.

Mail to Germany

Due to Germany's strict conditions for accepting mail, when addressing your items you must:

Use the five-digit postcode.

Put the postcode before the town name.

Put the house number after the street name.

If the above is not carried out, your mail may be returned with no attempt at delivery.

Mail to the Republic of Ireland

Only Dublin has postcodes

Rest of World

Mr J Brownhall
264 High Street
ALLAMBIE NSW 2100
AUSTRALIA

Sr. Ronaldo Ganclaves
Av Paulista 952, Apto 16
B VISTA
01311-300 Sâo Paulo – SP
BRAZIL

Dr Tzantcho Gantchev
Dimo Hadjikimov 6
1606 SOFIA
BULGARIA

M. Jen Durand
150 Rue Nepeau App 5
OTTAWA ON K1P 2P6
CANADA

Ana Car
Ilica 25
41 000 ZAGREB
CROATIA

M. Miroslav Ondevejka
Fibichova 92
125 02 PRAGUE 3
CZECH REPUBLIC

M. Horvath LASZLO
Budapest
Kossuth u.7
1055
HUNGARY

Mr G Kaul
27 Rue Yafo
91999 JERUSALEM
ISRAEL

Mr Yushi Morimoto
504 Kasumigaseki 1 chome,
Chiyoda-ku
TOKYO 100
JAPAN

Mr Hong Kil-Dong
100 Sejongno, Jongno-gu
SEOUL 110-050
REPUBLIC OF KOREA

Mr Joaquim Cepeda
San Antonio Abad 120 – Piso 4
06820 CIUDAD DE MEXICO
MEXICO

Mr B Parker
64 Waterloo Quay
WELLINGTON 1
NEW ZEALAND

Mr Jan Kalinkowski
ul Cicha 5
62-806 KALISZ
POLAND

Mr Gheorghe Petraru
Bd Golescu 38
77113 BUCHAREST
ROMANIA

Ivanova I.S.
Medyn oulitsa Gazagin 7
103375 MOSCOW K-375
RUSSIAN FEDERATION

Mr Stevan Raukovic
Palmoticeva 2
11001 BELGRADE
SERBIA
(Items for the former
Yugoslavia should be
addressed to the Republic
concerned).

Mr Tan Kay Hui
532 Chai Chee Road
SINGAPORE 1646
SINGAPORE

M Jan Kemr
Olsanka 18
820 01 BRATISLAVA 1
SLOVAK REPUBLIC

Mr Sudhorn Yoothong
13 / 54-26 Chaeng Waltana Road
Bang Kehn
BANGKOK 10002
THAILAND

Mr Mazhar Alkan
Iskele Caddesi 35
06101 ANKARA
TURKEY

Mrs L Projivalsky
252001 KIEV
Prospect F Skaryna
UKRAINE

Mr Joe Engle
1612 Dexter Street
FORT WAYNE, IN, 46805
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Appendix A

The Mixed Mail Unsorted and Zone Sort product codes are as follows:

Service	Product Code
Unsorted Priority	WW1
Unsorted Economy	WW3
Unsorted Priority Machinable	WW4
Unsorted Economy Machinable	WW6
Zone Sort Priority	0Z1
Zone Sort Economy	0Z3
Zone Sort Priority Machinable	0Z4
Zone Sort Economy Machinable	0Z6

Appendix B: Addressing criteria for machinable mail

There are a variety of fonts you can use, though we recommend you use one from the list below wherever possible. We also recommend you regularly check the quality of your print output for clarity. If you have any doubts on either of these requirements, please contact your account manager.

Here are examples of recommended typefaces:

Arial	10 – 12pt regular
Avant Garde	11 – 15pt regular
Century Schoolbook	10 – 11pt roman and bold
Courier	10 – 15pt regular and bold
Franklin Gothic	11 – 14pt book
Geneva	10 – 12pt regular
Helvetica	12 – 15pt regular and bold

Typefaces with the following characteristics are also suitable:

- Size – Height: 2mm min; 7mm max. Width: 7mm max.
- Dimension – minimum ratio of lower case height (b) to upper case height (a) of between 2:3 and 3:4. A ratio of width (c) to height (a) of approximately 2:3.

- Consistency – each line of the address should be in the same typeface and size.
- Quality – characters must be complete, clear, uniform and of high resolution, with individual stroke thickness of between 8% and 16% of the height of the character.
- Contrast – there should be a contrast between the characters and the background on which they are printed of at least 50% (55% if it is to be read through a window).
- Positive Contrast or Inverse Printing (address block lighter than the background) is not permitted.
- Character spacing – there should be a fixed pitch of between 10 and 12 characters per inch (or between 15 and 10 point size), with clear vertical gaps of at least 0.25mm between the extremities of adjacent characters.
- If you are using proportionally spaced text, please ensure you keep spacing of at least +0.75, as this significantly improves the rate at which addresses can be read.
- Line spacing – allow uniform spacing between all lines of the address, of at least 1mm – 4mm. There must be no blank lines.

Although correct at the date this booklet went to print, from time to time, services may be added to or withdrawn.

Up-to-date information is available at

www.royalmail.com/internationalcontractservices

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